

W. 01303A-09-0343  
SW. 01303A-09-0343

ORIGINAL



0000119131

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      90478

Date: 10/25/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Robert      Welch

Account Name: Robert Welch

Street:

City: Phoenix

State: AZ      Zip: 85086

Home:

Work:

CBR:

is:

Arizona Corporation Commission  
**DOCKETED**

OCT 27 2010

DOCKETED BY

*[Signature]*

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

10/22 Docket No. W-01303A-09-0343 SW 01303A-09-0343

\*\*\*\*\*Rates \*\*\*\*\* OPPOSED \*\*\*\*\* ANTHEM

From: Ronnie & Rob Welch

Sent: Friday, October 22, 2010 8:04 AM

To: Mayes-WebEmail; Kennedy-Web; Newman-Web; Pierce-Web; Stump-Web; Utilities Div - Mailbox

Cc: SDitner@AnthemCouncil.com; JKollings@anthemcouncil.com; Katherine Nutt

Subject: AAWC - Anthem Proposed Water/Sewer Rate Increase - Unfair

Arizona Corporate Commission

The Arizona American Water Company proposed sewer rate increase, as well as its current sewer fee structure, is premised on an unfair, unjustified, and legally unsustainable formula. At the minimum, it is not in line with how some other sewer servers in our state calculate their fees, such as the largest provider in our state, the City of Phoenix. We should have a statewide standard, taking the lead of City of Phoenix, and have only one formula for calculating sewer service charges. It makes no difference who provides the service, public or private, the service is the same.

The proposed, as well as the current, sewer rate formula (excluding the basic service charge which is another issue entirely), is based upon the "Units" (thousands of gallons) of water a customer uses each month. It doesn't matter that the water we use may never even enter the sewer system through our sinks, showers, toilets, dish washers & clothes washers, we are still charged for each "Unit" that is used each month.

**ARIZONA CORPORATION COMMISSION**  
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We all know that water usage increases significantly in Arizona during the Spring, Summer, & Fall due to increased irrigation of our landscapes and lawns as well as increased evaporation from our swimming pool waters, if we are fortunate enough to have them. If this water never enters our sewer system, how can we be charged that it is entering the sewer system? We are being charged for a service that is not being provided. Sure sounds unjust and even illegal to me.

The formula that AAWC is using, and proposes to use, is therefore based upon a faulty premise; All water delivered equals all sewer removed. It is preposterous to purport that, and outrageous to charge us based upon this flawed formula.

Please consider establishing a statewide standard, such as the formula used by the City of Phoenix, and apply that formula to AAWC's purposed sewer rate proposal. Water usage by a residence that is not flowing into the sewer system is at its lowest during the months of January, February, and March. These three months portray a more accurate and true estimate of the sewer water actually entering the sewer system throughout the year, and the average water Units used during these three months should be used in the formula calculating sewer costs.

Thank you for your consideration of this matter.

Rob

Robert E. Welch

Anthem, AZ 85086-3022

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Docketed

\*End of Comments\*

Date Completed: 10/25/2010